



PRE ENROLMENT INFORMATION

CLIENT SELECTION, ENROLMENT AND INDUCTION/ORIENTATION PROCEDURES

Jobtrain clients enrol in a range of courses ranging from short fee-for-service courses to full time traineeships. Clients are selected according to their circumstances and must enrol prior to commencement of their course. Induction will be conducted at the commencement of the course or program.

COURSE INFORMATION, INCLUDING CONTENT AND VOCATIONAL OUTCOMES

All course information including content and vocational outcomes can be found in reception on the brochure stand. If further information or clarification is required Jobtrain staff will be happy to assist you.

FEES AND CHARGES, INCLUDING REFUND POLICY AND EXEMPTIONS (WHERE APPLICABLE)

If you are not eligible for a fully funded placement then your fees must be paid before you begin training. Certificates will not be issued if fees are outstanding except in the case of state funded trainees.

PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

Jobtrain has a Language, Literacy and Numeracy Policy and information is available from Reception staff.

CLIENT SUPPORT, INCLUDING ANY EXTERNAL SUPPORT THE RTO HAS ARRANGED FOR CLIENTS

Jobtrain supports its clients' training and assessment process in every way possible. Please approach your trainer if you feel you are in need of additional support. If you are having difficulties and need to access further support, please approach your trainer or the Manager and he/she will try and assist with support and referrals

FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

All assessments are fair and non-discriminatory. Trainers will explain all assessments and their outcomes before the assessment begins. All clients have the right to appeal assessment outcomes.

WELFARE AND GUIDANCE SERVICES

Assistance Type	Organisation	Contact Number
Personal Issues	Life Line	131114
Financial Help	Centrelink	131021
Women's Issues	Women's Centre	1800 017328
Indigenous Issues	Magani Malu Kes	4771 5740

If you require any further information about the Community Services available in the Townsville and Thuringowa area please ask at Reception for assistance.

DISCIPLINARY PROCEDURES

Jobtrain does not tolerate unlawful conduct or professional misconduct from its staff/clients/professional relationships. Jobtrain does not conduct business with unlawful/offensive/unethical individuals or groups. If any person is considered to be behaving in this manner they will be asked to leave the premises or course of study.

STAFF RESPONSIBILITIES FOR ACCESS AND EQUITY

Jobtrain ensures that its training and assessing is responsive to the diverse needs of all clients. Jobtrain implements approaches and strategies to support access and equity to benefit individuals participating in VET and provide a service that is available to everyone on an equitable basis.

APPEALS AND COMPLAINTS PROCEDURES

Jobtrain has a fair and equitable complaints and appeals process, see below the procedure to follow if you have a complaint or would like to appeal a decision.

- Approach the person with whom you have a complaint or appeal. If the issue can't be resolved
- Put your complaint/s in writing and forward to the Manager. Request an appointment with the Manager to discuss your issue/s. If the complaint/s can't be resolved...
- The Manager will forward your issue/s to the Board of Directors, If the issue/s still can't be resolved....
- The Board of Directors will forward you a written list of recommendations including external parties that may be able to assist

RECOGNITION OF PRIOR LEARNING (RPL) ARRANGEMENTS AND CREDIT TRANSFER

Recognition of prior learning acknowledges skills and knowledge gained through work experience, life experiences and/or formal training. If you feel you have experience in any units, and if you could give evidence to support that, you may be able to by-pass these units. The competencies in this training package may be attained in a number of ways. For example through formal or informal training and education; work experience; general life experience and/or any combination of the above.

For this reason, assessment pathways provide for the recognition of competencies previously attained. This means that competencies achieved and currently held by the individuals can be formally assessed against the Units of Competency and Qualifications in the Training Package. RPL assessments cost \$50 + gst per module.

CONTACT DETAILS

**Thuringowa Job Training Centre
2/22 Hervey Range Road
Kirwan QLD 4817**

**Ph: 07 4723 1666
Fax: 07 4723 1150
enquiries@jobtrain.com.au
www.jobtrain.com.au**